

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

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FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 03-0654

ORIGINAL

Regarding a complaint by (Person making the complaint): Michael J. Koonce - Mt. Carmel Online
Against (Utility name): Verizon Communications North
As to (Reason for complaint) Failure to repair or replace phone lines in a timely manner. Failure to provide credits when request was made. Failure to communicate with me when replacing lines. Fixing problem without telling me, to avoid working with me. Repeatedly ignoring my requests.
in Mt. Carmel Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 129 Pecan Ave, Mt. Carmel, IL 62863
The service address that I am complaining about is 129 Pecan Ave, Mt. Carmel, IL 62863
My home telephone is [618] 263-4075
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [618] 599-7766

(Full name of utility company) VERIZON Communications North (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Section 730.535, Section 730.525, Section 732.20, Section 732.30
and other laws that pertain to my particular situation.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No
Has your complaint filed with that office been closed? ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Included paper shows a timeline of my problems. I am requesting a credit from the time I had the lines installed, September 11, 2001 to the month of July, possibly August. I have paid in different amounts during this time, and have endured over half of my customer base to quit my service because of the poor line quality. If it would have been fixed in the first period of time when I complained, my problem would not have had such a huge impact on my business. As for the dollar amount, it will be over a \$40,000 credit request.

Please clearly state what you want the Commission to do in this case: Review my information + Verizon's own trouble tickets and information. After reviewing, you will find Verizon has really given me poor service, and has also been very deceptive.

Date: 10/18/03
(Month, day, year)

Complainant's Signature Michael J. Kozak

If an attorney will represent you, please give the attorney's name, address, and telephone number.

Not 100% sure I will retain one for this problem due to current cash flow.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Esta Erdman, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Esta Erdman

Subscribed and sworn/affirmed to before me on (month, day, year) October 18, 2003

Mt. Carmel
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Verizon Evidence - - - - Frequent Disconnect Problem April 2002 - July 2003

APRIL 2002 - EVERYTIME IT RAINS, ALL OF MY DCS LINES GO DOWN AND DROP OUT. I RECIEVE SEVERAL ERRORS ON MY MODEM PORT.

A) I CALL VERIZON, I INFORM THEM OF THE PROBLEM, I RECIEVE NO RETURN CALL. I DRIVE BETWEEN MY OFFICE AND THE LOCAL CO, THERE IS A VERIZON TRUCK WORKING ON LINES BETWEEN 2ND AND 3RD STREETS. I ASK HIM WHAT THE PROBLEM WAS, HE TELLS ME, "2 YEARS AGO THERE WAS LIGHTNING DAMAGE TO THIS LINE, AND IT HAS BEEN EXPOSED TO WATER, NOW THEY'RE WANTING TO FIX IT?"

B) AFTER THEY "FIX IT" (BY PLACING A COVER OVER IT), MY LINE DOES NOT DROP OUT ANYMORE.

MARCH 2003 - EVERYTIME IT RAINS, I REALIZE THAT MY LINES MIGHT NOT BE DROPPING OUT, BUT MY CUSTOMERS ARE COMPLAINING ABOUT FREQUENT DISCONNECTS.

APRIL 2003 - FREQUENT DISCONNECTS STILL APPEAR WHEN IT RAINS, TEST MY EQUIPMENT, I AM ALSO RECIEVING ERRORS FROM VERIZON'S LINES TO EQUIPMENT. I COMPLAIN TO VERIZON, THEY TEST, THEN THEY SAY THERE IS NO PROBLEM ON THEIR END.

MAY 2003 - SAME PROBLEM AS MARCH AND APRIL. NOW SOME OF MY CUSTOMERS ARE QUITTING. I CHANGE SOME OF MY EQUIPMENT, CALL VERIZON, THEY TEST, THEY TELL ME THAT THEY HAVE FIND NO PROBLEM ON THEIR END.

JUNE 2003 - SAME AS MARCH, APRIL, MAY.

JULY 2003 - SAME AS MARCH, APRIL, MAY & JUNE. JULY 3RD LOCAL SUPERVISOR COMES WITH ANOTHER TESTER, I INFORM STEVE (HARREL) THAT I ONLY HAVE 2 OPTIONS. I AM ORDERING ANOTHER BRAND OF MODEM PORT, IF THAT DOESN'T FIX IT, I WILL MOVE MY EQUIPMENT CLOSER TO THE CO. THEY WE'LL KNOW IF THE PROBLEM WAS ON MY END, OR VERIZON'S END. JULY 4-6, MY CUSTOMERS ARE ACTUALLY CONTACTING ME AND TELLING ME THEY AREN'T HAVING FREQUENT DISCONNECTS LIKE THEY HAVE BEEN. JULY 7TH, STEVE HARREL LEAVES ME A VOICEMAIL AND ASKS ME HOW EVERYTHING IS RUNNING? I REALIZE THEN THAT THEY MUST HAVE FIXED SOMETHING. JUST LIKE IN APRIL 2002, THEY AREN'T ADMITTING TO ANY PROBLEMS, I REALIZE THEY ARE PROTECTING THEMSELVES FROM ISSUING CREDITS OR BEING SUED. I REQUEST CREDIT, AND AM TURNED DOWN TWICE.

AUGUST 2003 - VERIZON SHUTS MY LINES OFF BECAUSE THEY DID NOT WANT TO MAKE PAYMENT ARRANGEMENTS ON THE DISPUTED AMOUNTS. I AM TOLD TO PAY THEM \$14,000 OR MY LINES WILL BE SHUT OFF. I ASK THEM TO TAKE A DEAL, THEY REFUSE. MY LINES ARE SHUT OFF, AND I AM STILL NOT ABLE TO WORK ANYTHING OUT WITH (800-483-7988 OPT. 3) JANET KARRNBROCK. I CALL VERIZON "EXECUTIVE CONSUMER RELATIONS AND SPEAK WITH (800-483-5288) KAREN GABRIEL. THEIR COMPUTERS ARE DOWN SO THEY ARE UNABLE TO HELP ME. I CALL BACK IN THE MORNING, THEY TAKE MY INFORMATION AGAIN, TELL ME THEY WILL CONTACT JANET KARRNBROCK, AND TO CALL HER IN ABOUT 10-15 MINUTES. I CALL HER, SHE IS THEN WILLING TO MAKE PAYMENT ARRANGEMENTS. I THEN HAVE ALREADY LOST SEVERAL CUSTOMERS. WE MAKE A DEAL, WITH NO ONE EVER ASKING ME WHY I AM REQUESTING A CREDIT. NO ONE LOOKS OVER THE TROUBLE TICKETS, I RECIEVE NOTHING.